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TEXAS DEPARTMENT OF HEALTH
Austin Texas
INTER-OFFICE

TO: Herman Horn, Chief, Bureau of Regional/Local Health Operations
Regional Directors
Directors, Local Health Departments
Directors, Independent WIC Local Agencies

FROM: Gerald Cannaday, Acting Chief *Gerald Cannaday*
Bureau of Nutrition Services

DATE: November 19, 1999

SUBJECT: Patient Flow Analysis Training Schedule

Has your local agency made any changes to clinic operations? Has there been a turnover of clinic staff? These are some reasons to conduct a Patient Flow Analysis (PFA) study. If you have not conducted a Patient Flow Analysis because of staff turnover or because your local agency is relatively new and has not been to PFA training, then do not miss this opportunity.

Patient Flow Analysis Training is organized as a four day training session broken into two phases. Phase I classes are limited to staff from eight local agencies (LA s). Phase II classes are limited to staff from four local agencies. All requests must be in writing. Classes will be scheduled on a **first-come, first-served** basis. See the attached information sheet for a more detailed description of Phase I and II classes.

PFA is an exceptional clinic management tool for improving clinic environments. This objective tool is used to bring staff together to identify clinic strengths and weaknesses, brainstorm solutions, and implement changes to improve clinical operations. Since PFA is a catalyst for change, each WIC director should attend both Phase I and Phase II training.

If you have any questions or special requests, please contact either Carol Filer, Program Specialist, or Anna Garcia, Program Specialist, at (512) 406-0740. If you are interested in attending a PFA class, please mail or fax the attached registration form to the Training Section today.

Attachments